

August/September  
2007



OFFICE OF HUMAN RESOURCES AND WORKFORCE PLANNING

# Personnel Newsletter

## Monitoring the Use of Information Technology (IT)

Employees at the Glenn Research Center (GRC) are assigned computer equipment and given access to the GRC network connection that includes an Internet connection in order to perform their official duties. As part of these duties, employees have the responsibility to ensure that the IT resources assigned to them are used only in a manner consistent with the [Appropriate Use of Government Resources Policy \(OHRWP-9A\)](#). Employees also have the responsibility to ensure that these resources are not used to introduce sexually-related material into the workplace that could be in violation of the [Preventing and Eliminating Sexual Harassment in the Workplace Policy](#) (GLPD 3713.B).

Employees are made aware by the initial log-on banner, that by accessing the computer sys-

tem, they consent to complete monitoring with no expectation of privacy. The IT monitoring currently in place has the ability to capture evidence when Government computer equipment is used to access sexually-related material from the Internet. In the event the monitoring detects evidence of this form of inappropriate use, the Glenn IT Security Manager (ITSM) will issue a Notice of Evidence Concerning Use of Information Technology Resources memorandum to the civil servant to whom the computer equipment is currently assigned and his/her supervisor. That memorandum will serve to notify the parties of the existence of evidence of inappropriate use, of their ability to review the evidence, and the potential for disciplinary action. In the case of non-government employees such as contractors and grantees, the

memorandum will be issued to their management or NASA sponsor. Should the IT monitoring identify inappropriate usage a second time on the same computer, a full IT investigation will be conducted and appropriate disciplinary action taken.

Ensuring that IT resources are utilized appropriately is everyone's responsibility. Questions pertaining to the [Appropriate use of Government Resources Policy](#) may be addressed to Anita Arnold at 3-8658.



## What is NEBA?

The NASA EMPLOYEES BENEFIT ASSOCIATION (NEBA) is an employee operated association established in 1952 that exists for the sole purpose of providing low cost, high quality life insurance for you, the NASA employee or military detailee. Since NEBA is a not-for-profit organization which is self-funded and is controlled by your fellow NASA employees, you receive the maximum amount of coverage for your premium dollar.

NEBA pre-dates the Federal Government's own Federal Employees' Group Life Insurance (FGLI) program.

Metlife currently administers "basic" group life insurance policies underwritten and funded by NEBA. NEBA "optional" insurance is underwritten and administered by Metlife.

Additional information is available at the NASA People Web site:

<http://nasapeople.nasa.gov/employeebenefits/benefits/handbook/chapter11.htm>

Rate tables and cost comparison factors are listed on the NEBA Web site: <http://neba.nasa.gov/>

The rule of thumb for life insurance coverage is 5 times your annual salary.



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## Career Transition Assistance Program (CTAP )

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You may have noticed that the T in the acronym for the Career Transition Assistance Program is getting larger. This is not a typo. The CTAP Counselors' involvement in career and organizational transition is growing as a result of their now being certified to facilitate the William Bridges' programs called, *Managing Organizational Transition* (MOT) and *Managing Individual Transition* (MIT). The MIT is being offered to provide tools to help individuals or intact work teams to more easily adjust to changes in their work roles. The materials are applicable to one's personal life as well.

Dealing with change is key to individual success and job satisfaction. Change is external and situational, and often imposed on us. In contrast, "Transition is the gradual, psychological reorientation process that happens inside of us as we adapt to the external change." The MIT program helps participants to understand and manage their transition during change. The MOT is aimed at managers and supervi-

sors to help them communicate change and coach employees through transitions.

As well, the CTAP counselors have been recently trained in Prosci's change management process and look forward to helping individuals and organizations with this important piece of GRC's reorganization.

In support of their primary mission of helping employees and contractors with career issues, CTAP has rolled out two new programs:

### ***"Dealing with Perceived Weaknesses During Job Interviews"***

Wondering how to keep interviewers' *perceptions* of you from blowing you out of the water during interviews? Learn to identify their concerns and effectively address them during interviews. This workshop covers both those concerns that interviewers may and may not ask about, and offers a strategy for planning your responses and examples.

### ***"Interviewing Skills for Intelligent People"***

You do not want a "dummies" course when it comes to interviewing! This workshop is aimed at NASA's panel-style interviewing format. Interview preparation, answer guidelines, typical questions, and tips on winning the interview are discussed.

As always, CTAP's chief role is to help employees in their Career Transition and that involves helping to create resumes for open positions and guidance for the panel interview process. CTAP services can be accessed by calling: Chuck O'Brien at 3-5369 or Barbara Balog at 3-5390.



## Airport Courier Service Reminder

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The NASA Glenn Research Center's Airport Courier Service provides transportation to and from Cleveland Hopkins Airport. This service is available for Glenn Civil Servant and Support Service Contractor employees who are traveling on **official business ONLY**. Please be advised that no friend, relative (including spouse and/or children), or other acquaintance, including NASA employees not traveling on official business, is authorized to use this service if accompanying you while you are traveling on official business. You may be held responsible if you authorize the use of the Airport Courier Service for any person accompanying you who is not traveling on official business.

The Airport Courier Service uses motor vehicles that are owned/leased by the

NASA Glenn Research Center and operated and maintained with appropriated funds. Civil Servant employees who use this service for anything other than official business may be charged with willful misuse of a motor vehicle. As required by 31 USC 1349(b), the minimum statutory penalty for a Government employee who willfully uses a Government

owned/leased motor vehicle for anything other than official purposes is a 30-calendar day suspension. Support Service Contractor employees that use this service for any-thing other than official business will be reported to their employer for appropriate action.

The purpose of this notice is to ensure that everyone is aware of the authorized use of the Airport Courier Service and to ensure that the Center employees use it accordingly.



## Recent SATERN Enhancements

Several enhancements to the SATERN learning management system external training request process have been made available to NASA employees. These changes include the ability to copy a 1735 Form, a new link for completing evaluations, and a more streamlined approval process.

**Save Time with New Copy Functionality** – A new function allows learners to create a copy of an External Training Request Form (NF-1735) that was previously submitted in SATERN. Employees can use the Copy Request button to access this feature, which will reduce the need to re-enter similar information for a new request. This is a great time saver for learners that are taking more than one class at the same institution and need to submit multiple requests. This new functionality can also help employees avoid rework. For example, learners who have submitted external training requests to the wrong supervisor can now correct the supervisor name in their profile and use the Copy Request to copy the submitted form, then withdraw the original submission and submit a new form.

**Complete course evaluation to update training history** – After attending an external training course, NASA employees now receive an e-mail notification from the NSSC. This e-mail includes a link to an online course evaluation that must be completed by the learner in order for the employee's learning history to be updated in SATERN. The intent of this change is to facilitate faster processing of course completions to training history for learners. This new process only applies to non-academic external training courses; the process for academic external training remains the same.

In addition to these two enhancements, the number of approvals required for external training requests has been reduced, which will decrease the number of system notifications received by the learner. An updated External Training Quick Reference Guide reflects these new changes. Copies of the guide are available to employees through the Training Office and at the SATERN Informational Web Site at: <https://saterninfo.nasa.gov>.

## Religious Observances

Federal Employees Flexible and Compressed Work Schedules Acts of 1978 made it possible for Federal employees to observe the various established religious holy days of their faith; for example, Good Friday, Yom Kippur, etc. Whenever practical, employees who wish to attend or participate in religious observances will be granted, upon request, annual leave, credit hours, leave without pay if annual leave or credit hours are not available, or compensatory time off. In order to earn compensatory time for religious observances, employees may work compensatory overtime before or after the grant of compensatory time off. Advanced compensatory time off should be repaid by the appropriate amount of compensatory overtime worked within 7 pay periods following the pay period in which it was used. Overtime pay provisions do not apply to compensatory work performed for religious observances.

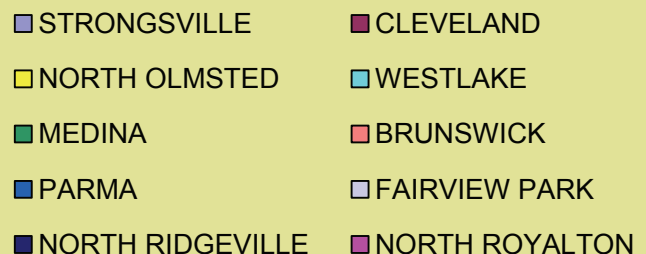
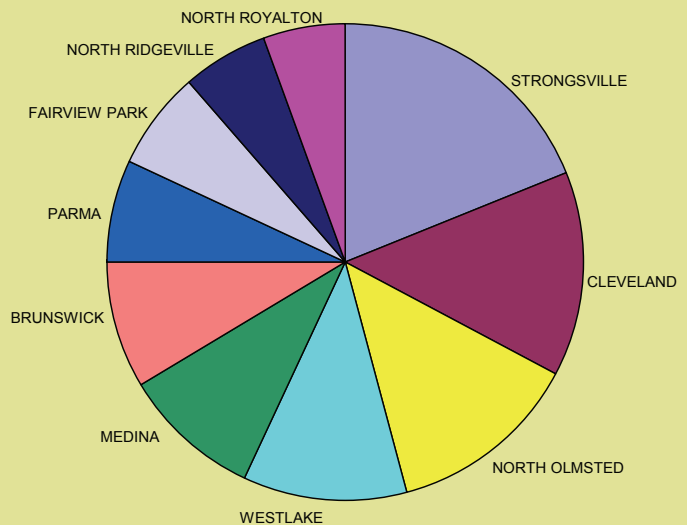
## External Awards

The list of NASA External Award solicitations due January through June 2007 is available on the Web at:

[http://www.grc.nasa.gov/WWW/OHR/1\\_2\\_QuarterExternalAwards2007.pdf](http://www.grc.nasa.gov/WWW/OHR/1_2_QuarterExternalAwards2007.pdf).

All nominations must be submitted through the Awards Office and approved by the Center Director prior to being submitted to Headquarters and the Sponsoring Organizations. If you have any questions, please contact the Awards Office at extension 3-2476 or 3-2493.

## Where Do GRC Employees Live? (Top 10 Cities)



# Revisions to the Employee Performance Communications System and Agencywide Training Effort

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Since 2005, the Office of Human Capital Management has been actively seeking input from a variety of sources regarding the Employee Performance Communications System (EPCS), the performance management system for all employees other than Senior Executive Service (SES), Senior Scientific and Technical (ST), and Senior Level (SL) employees. The Agency conducted focus groups at the Centers and held a workshop with a cross section of Agencywide participants as part of this effort.

You talked, and we listened:

- Three performance summary rating levels were not sufficient to differentiate levels of performance, **therefore**, we're moving to a five-level performance management system.
- It was not always clear to you how the organization's goals and objectives aligned to your work, **therefore**, your supervisor will identify the specific organizational goal(s) and objectives(s) relative to your performance on your performance plan.
- Monetary performance awards did not differentiate levels of performance and you did not perceive them as fair, **therefore**, we've established a requirement to ensure that the amount of a performance award will be linked to performance summary ratings.

These changes will become effective at the beginning of the next appraisal period, May 1, 2007, and can be found at: <http://nasapeople.nasa.gov/perform/index.htm>. **These changes will not be effective for Bargaining Unit employees until completion of negotiations.**

## *All performance plans must be in place by August 1, 2007*

In addition, you told us that the goals of the EPCS were unclear and that you, either as a supervisor or employee, were not adequately trained on the performance management process. Therefore, we've developed an integrated training approach which will include the following:

- An online training tutorial in SATERN required for supervisors and strongly encouraged for employees;
- Coaching Skills Training for supervisors and managers; and
- An updated and expanded website to provide written examples of elements and performance standards, helpful hints on having quality conversations, and checklists and worksheets to help both supervisors and employees with the performance management process.

***The on-line tutorial is expected to rollout in April and the coaching skills training for supervisors and managers is expected to roll-out between May and June 2007.*** More information about these training courses will be forthcoming.

## **Major Benefits**

- Improved alignment of individual performance plans to the Agency's goals and objectives;
- Greater emphasis on outcomes and results as the way to evaluate performance;
- A more direct link between performance ratings and award allocations; and
- A greater emphasis on communication between employees and supervisors.

*(Continued on page 5)*

## Major Revisions

- Moving from a three-level performance management system to a five-level system:
  - Distinguished
  - Accomplished
  - Fully Successful
  - Needs Improvement
  - Unacceptable
- New adjective labels for performance element summary ratings
  - Significantly Exceeds Expectations
  - Exceeds Expectations
  - Meets Expectations
  - Needs Improvement
  - Fails to Meet Expectations
- New Forms with Required Performance Elements
  - Employees (NF 1762)
    - 1 Critical Element – Additional Critical Elements may be identified
      - ◆ Program/Project/Functional Objective
    - 2 Required Elements (can be critical or noncritical)
      - ◆ Collaboration and Teamwork
      - ◆ Communications
  - Supervisors (NF 1763)
    - 2 Critical Elements – Additional Critical Elements may be identified
      - ◆ Program/Project/Functional Objective
      - ◆ Supervisory Competencies
- Required Center process for gathering employee feedback and using that feedback to appraise non-SES supervisory employees.
- Institution of an organizational level performance review process.
- Requirement that monetary performance awards directly link to the performance ratings. Guideline established as to the percentage of salary or range of percentage of salary that must be used for each performance summary rating.
- Online EPCS training required for all supervisors, strongly encouraged for employees.

Glenn Research Center contacts for this program are:

- CFA/Xynique Sims: Center Lead
- CFC/Kim Mordaunt: Training Lead
- CFC/Nola Bland: Change Management Lead